

An online survey was conducted of SOU students to determine their views on the most important types of technology and support services and to understand where there are opportunities to improve technology and services. This survey is conducted each year, so that our performance is measured on an annual basis. The results of the annual IT surveys are used to develop improvement strategies and set departmental goals.

2013 Survey Respondents

The survey was sent in early May 2013 to every actively enrolled SOU student. The survey was open for a month. There were 383 respondents (sample error of 4.9%) with the following characteristics:

Student Status	N	Percent
Full time	320	86%
Part time	53	14%

Student Class Standing	N	Percent
Freshman	53	14%
Sophomore	52	14%
Junior	93	25%
Senior	138	37%
Non-admitted undergraduate	1	<1%
Graduate student	30	8%
Post-Baccalaureate non-degree seeking	6	2%

Currently Live in a Residence Hall	N	Percent
Yes	105	28%
No	268	72%

Own a Personal Computer	N	Percent
Yes	350	98%
No	8	2%

Primary Personal Computer Type Used	N	Percent
Macintosh desktop	12	3%
Macintosh laptop	88	25%
Windows desktop	62	18%
Windows laptop	188	54%

Own a Mobile Device	N	Percent
Yes	296	83%
No	62	17%

Use Mobile Device More Than Personal Computer	N	Percent
Yes	127	43%
No	160	55%
Do not own a PC	6	2%

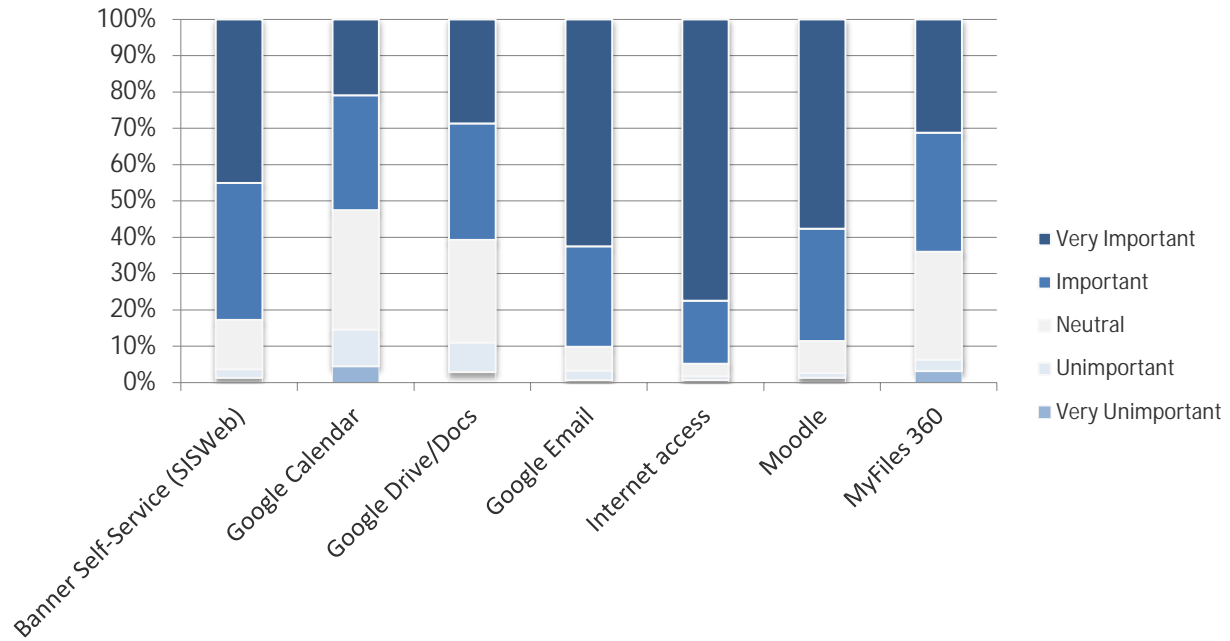
Types of Mobile Devices Owned	N	Percent
Cell phone	66	22%
eReader	52	18%
iPad	56	19%
iPod	92	31%
Laptop	180	61%
Smart phone	220	74%
Tablet	34	11%
Other (gaming devices)	11	4%

I use the Computer Labs at SOU	N	Percent
Never	86	24%
Only during class	28	8%
Less than once a month	50	14%
Once a month	16	4%
2-3 Times a month	44	12%
Once a week	28	8%
2-3 Times a week	64	18%
Daily	41	11%

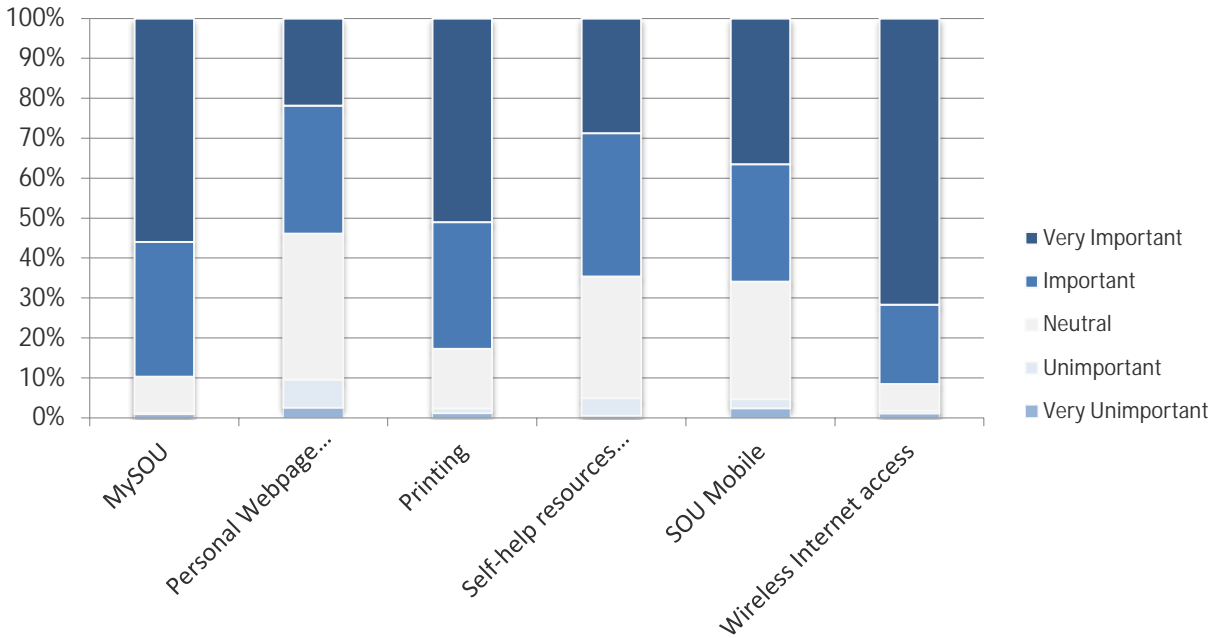
Why do you use the Computer Labs at SOU?	N	Percent
Do not own a computer	3	1%
Do not like to study/work at home	56	21%
Fill time between classes	104	39%
For software unavailable on my pc or mac	102	38%
Required during class	91	34%
Printing	177	66%
To have assistance readily available	39	14%
Other (group work, do not bring laptop)	35	13%

2013 Survey Results

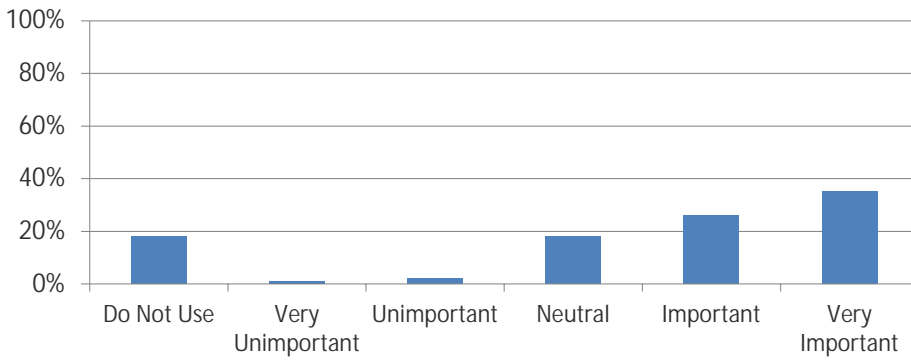
Importance of Information Technology Services



Importance of Information Technology Services (continued)

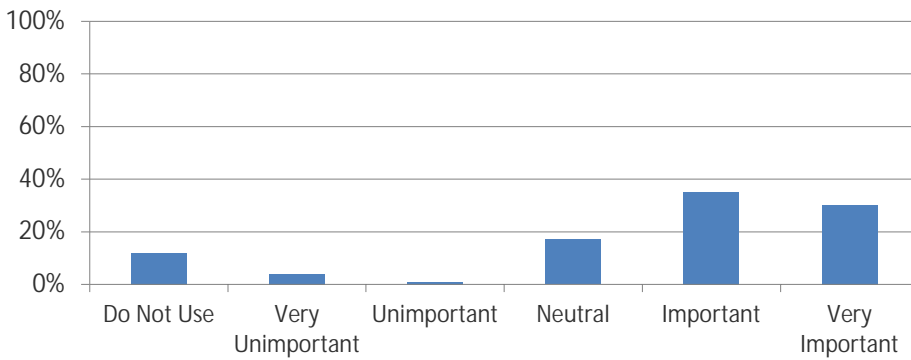


Importance of Information Technology Services in the Residence Halls



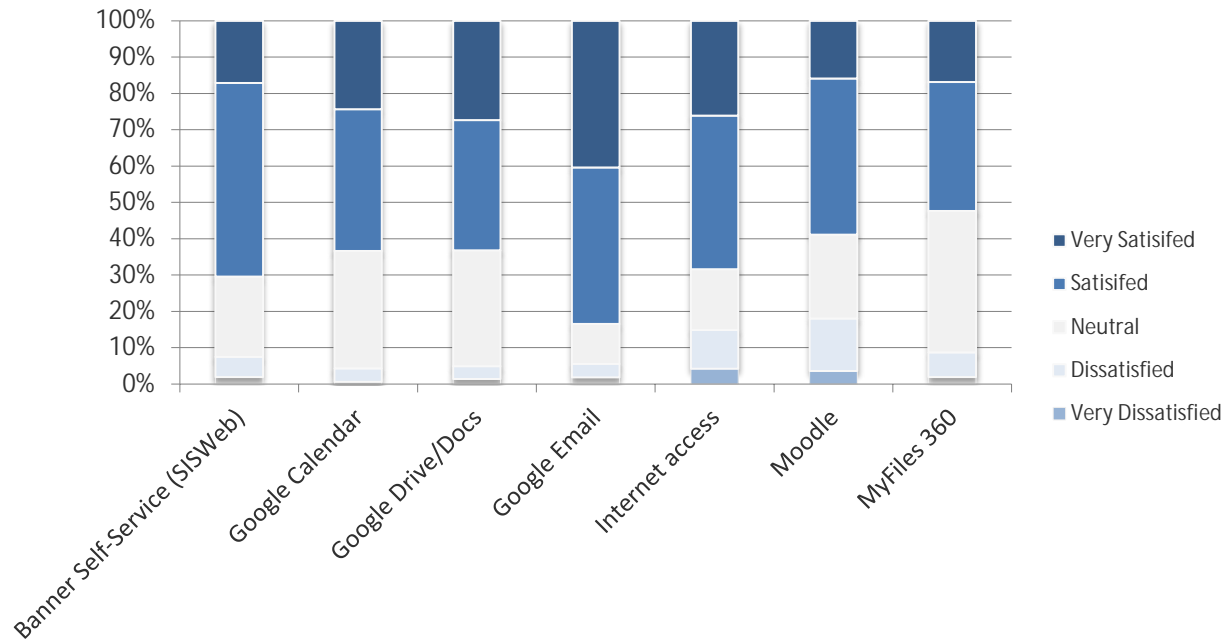
Student respondents, on average, rated the overall importance of Information Technology Services in our Residence Halls at 4.12, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. A significant percentage of student respondents (16 percent) indicated that they do not use any IT Services in their residence hall. Only self-identified residents were asked this question.

Overall Importance of Information Technology Services

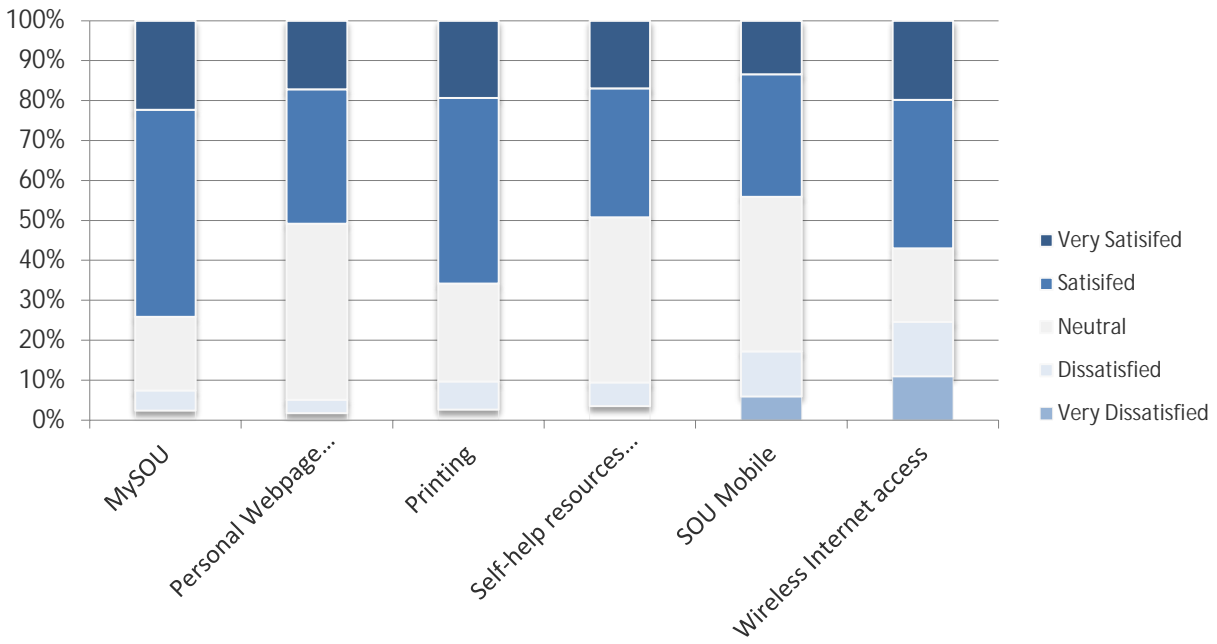


Student respondents, on average, rated the overall importance of Information Technology Services at 3.98, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. A significant percentage of student respondents (12 percent) indicated that they do not use any IT Services, although many seem unclear as to the role of Information Technology at SOU.

Satisfaction with Information Technology Services

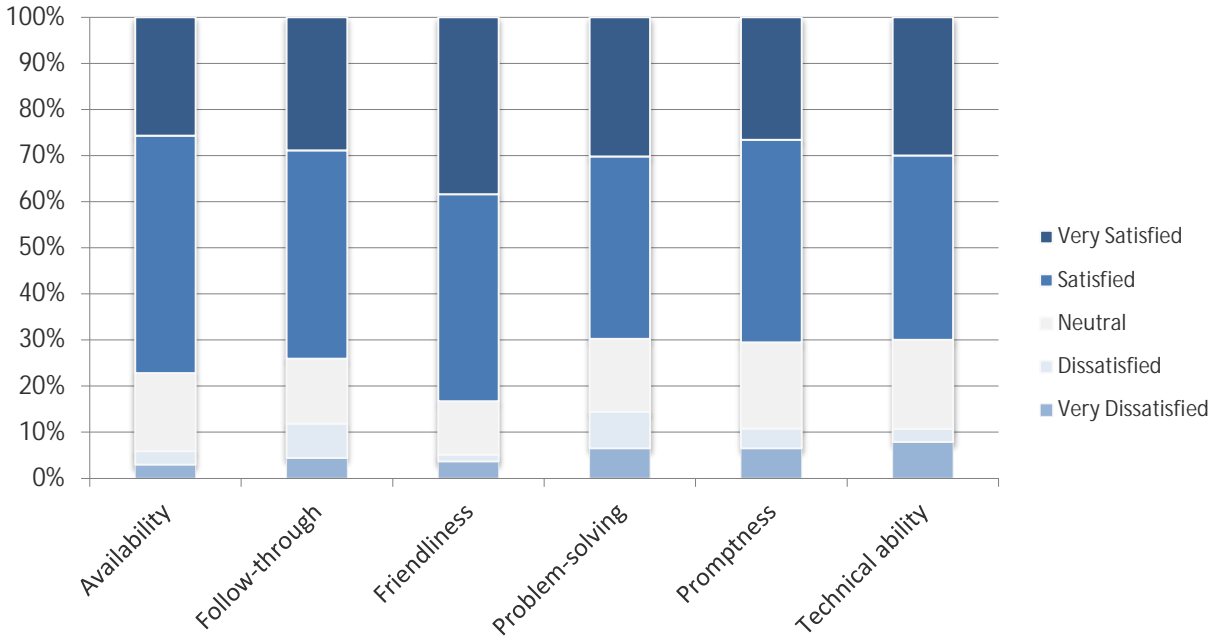


Satisfaction with Information Technology Services (continued)

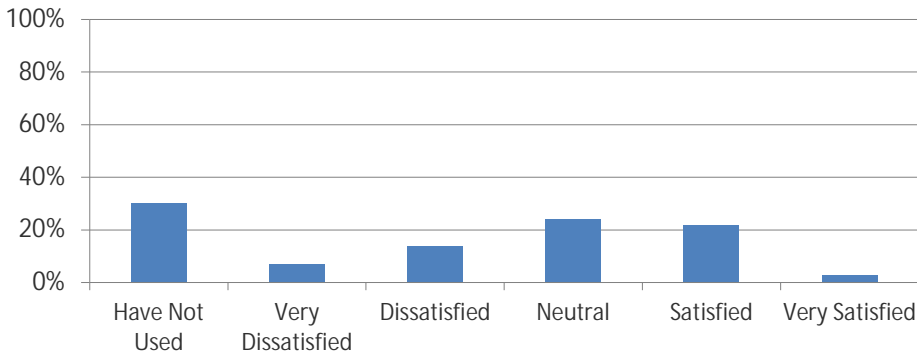


Use the IT Help Desk	N	Percent
Yes	110	32%
No	194	57%
Avoid if possible	35	10%

Satisfaction with the Information Technology Help Desk

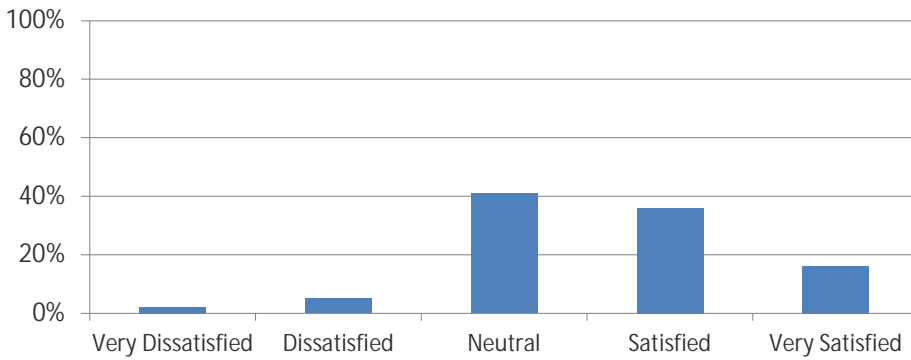


Satisfaction with Information Technology Services in the Residence Halls

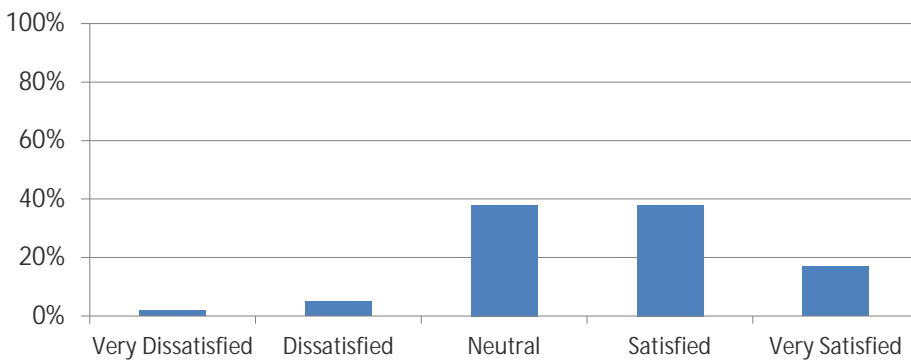


The overall average satisfaction with Residence Hall Information Technology Services was 2.71, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.

Satisfaction with Communication about Information Technology Issues and Projects



Overall Satisfaction with the Technology and Services provided by Information Technology



The overall average satisfaction with Information Technology Services was 3.62, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 3.52 on the same scale.